

INFORMATION NOTIFICATION

Residents, Family and Close Friends

Dear Residents, Family and Close Friends,

We refer to the notice we issued dated 19 June 2020 (Issue No: 7) which set out the requirements under the 'Industry Code for Visiting Residential Aged Care Homes during COVID-19' (the "Code") that was approved by the 13 aged care peak bodies and consumer advocacy organisations.

As directed by NSW Public Health and as recommended by The Australian Health Protection Principal Committee ("AHPPC"), we issue this notice (Issue No: 8) which sets out new restricted visitation requirements, which includes any visitor attending a Hardi Aged Care Facility. We have implemented the following requirements in order to continue to protect our residents, family members and our staff from COVID-19:

How will my visit be different to previous visits?

Visits will be allowed for a person providing personal care services or a person making a care and support visit to a resident in one of our facilities. When you visit one of our facilities you need to:

- limit any visit to a maximum of two visitors at one time per resident. There is no time limit on visits from spouses, other close relatives and social supports.
- conduct visits in a resident's room, outdoors, or in a specific area designated by the facility.
- visits must not take place in communal areas with other residents.
- provide evidence you have received your 2020 flu vaccination. However, this is not required if the person has a medical contraindication to the influenza vaccine and has provided us with an approved form signed by a medical practitioner. We have been advised that the approved form will be available on the NSW Health website. The link to the website is set out below:
<https://www.health.nsw.gov.au/Infectious/covid-19/Documents/flu-medical-form.pdf>
- children under the age of 16 can now visit our facilities.
- all visitors must practice social distancing, by staying 1.5 metres away from other people. Visitors also have a responsibility to practice hand hygiene, and respiratory etiquette, comply with the directions of staff and supervise any children with them.

What about outings?

Residents can leave the facility to attend small family gatherings. This includes close friends, partners, couples and family members. The size of the family gathering should comply with current requirements and social distancing and hygiene measures should be adhered to during visit. You will be required to advise your Facility Management Team prior to the proposed visit to enable them to undertake a risk assessment. The risk assessment will take into account the number of people attending and the feasibility of social distancing. The facility will maintain a record of the visit location,

the number of people in the gathering and the date of the visit. The resident will be required to complete a health check on their return to the facility and we request that families advise us if a person who attended the event becomes unwell at a later date. In the event that we need to return to a higher level of protection we may be required to cease all external visits.

Other external excursions for groups of residents are not permitted at this stage.

It is a continuing requirement that the following people cannot enter a Hardi Aged Care Facility:

- people who have returned from overseas in the last 14 days.
- people who have been in contact with a confirmed case of COVID-19 in the last 14 days.
- people who are unwell or have flu like symptoms of acute respiratory illness (e.g. cough, sore throat, runny nose, shortness of breath).
- people who do not have an up to date 2020 flu vaccination. However, as previously detailed, this is not required if the person has a medical contraindication to the influenza vaccine and has provided us with an approved NSW Health form signed by a medical practitioner.
- People who have a temperature higher than 37.5 degrees.

We will continue to have a sign in station at the entry to each facility, where prior to entry you will complete your health check that will include having your temperature taken. If you do not meet the criteria for entry to a Hardi Aged Care facility staff will ask you to leave the facility straight away. You will need to call your GP for further examination, and you will not be able to re-enter a facility without clearance from your GP in writing.

Please note that if the local or national situation changes in relation to rates of COVID-19 transmission one or more of our facilities may increase restrictions.

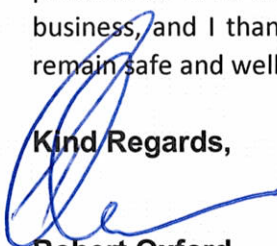
Please note that the arrangements as set out in this Notice are designed to continue to protect you, our residents and our staff from COVID-19. We continue to encourage you maintain contact with your loved one via phone calls, video calls, social communications apps, sharing photos, artwork and short videos, etc if you are unable to visit as often as a consequence of COVID-19.

If you start to feel unwell, phone the National Coronavirus Helpline on 1800 020 080 or your GP. They will provide you with further advice.

As we continue to be advised of any changes to the visitation restrictions, we will continue to update you.

We extend our continuing thanks to our relatives, friends and community for your support as we balance our duty to keep our residents and team safe from COVID-19 and support the wishes and preferences of all of those we care for. The pandemic has presented various challenges within our business, and I thank our wonderful staff who have worked tirelessly to support our residents to remain safe and well during this time.

Kind Regards,

A handwritten signature in blue ink, appearing to read "Robert Oxford", is written over the printed name.

**Robert Oxford
Chief Executive Officer**